

Everyone is invited to join the **Walk4Hearing** walkathon  
as we raise funds to support hearing loss awareness and programs.



Hearing Loss  
Association  
of America



**SUNDAY,  
OCTOBER 28, 2007**

**REGISTRATION STARTS:**

**9:00 A.M.**

**WALK STARTS:**

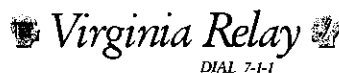
**10:00 A.M.**

**DAMASCUS RECREATIONAL PARK  
PAVILIONS B & C  
23723 KINGS VALLEY ROAD  
DAMASCUS, MD**

**WALK DISTANCE: 5K**

**FOR MORE INFORMATION ON THE WALK,  
CONTACT VIRGINIA CROCKER AT 703-860-5066  
gincrocker@yahoo.com**

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THE HEARING AND SPEECH AGENCY  
Improving Lives Through Communication



Lesner Hearing Center  
Alexandria VA

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Hear now. And always. Cochlear



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BIONICS

**GAMES AND ACTIVITIES FOR KIDS • FREE REFRESHMENTS FOR PARTICIPANTS  
VALUABLE INFORMATION ON HEARING LOSS • AND MUCH MORE!**

**For more information about the Walk, go to  
www.Walk4Hearing.org**

**Help "...make hearing loss an issue of national concern."**  
Rocky Stone, Founder (1925-2004)

# Virginia Relay

## Open House

**Make Plans Now to Attend Virginia  
Relay's Open House Celebration!**



**Friday  
September 28, 2007  
1 – 4 p.m.**

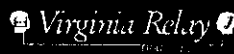
The Virginia Relay Center  
831 Park Avenue, Norton, Virginia

**EVERYONE IS INVITED** to a free-filled afternoon of Relay demonstrations, delicious refreshments, and more. For Relay users, Virginia Relay Advisory Council members will be on hand to address any Relay-related questions and concerns. For more information, call 1-800-552-7917 (Voice/TTY) or visit [www.varelay.org](http://www.varelay.org).

- Guided tours of the Virginia Relay Center
- Relay calling demonstrations
- Light refreshments
- Plenty of interpreters on hand
- Relay Partner sign-ups for businesses

### Attention Businesses:

Bring a friend to learn how to use the Virginia Relay system, a free service that connects **YOUR BUSINESS** with people who need it. Come in and see how it works!



At the point of use, Virginia Relay is not responsible for any loss of service due to the use of the system. Subject to terms and conditions of use, please refer to the Virginia Relay website for full details.

**IT'S POSSIBLE™**

**Make Plans Now to Attend Virginia  
Relay's Open House Celebration!**



**Friday  
September 28, 2007  
1 – 4 p.m.**


The Virginia Relay Center  
831 Park Avenue, Norton, Virginia

- Tours • Demos
- Food • And more!




# Virginia Relay Partner

## Website, Brochure, Ad



Training Materials



**Training Materials - Developed with your Business in Mind**

The Virginia Relay Partner training materials were carefully developed to help your business make the most of the program. Your or your training facilitator should review the materials prior to going over them with your employees.

Learning about the Relay call process will help your business become comfortable with taking and placing calls. It is important to review the Employee's Guide, as well as the training video—they were designed to work in support of each other. The convenience of having access to these online materials is that you and your employees can review them with ease. In addition to the Guide and video, other materials are described below:

- **Training Guides**
  - 1) **Employer's Guide (.pdf)** - Includes background information about Virginia Relay, calling features, and the basic steps for receiving or making Virginia Relay calls, calling tips and frequently asked questions about deafness and Virginia Relay. This document is provided as a printable .pdf file for your convenience.
  - 2) **Employee's Guide (.pdf)** - Includes a description of Virginia Relay calling features, steps for placing and making a Relay call and calling tips. This document is provided as a printable .pdf file for distribution among your employees.
- **Newsletter Article** - This sample article can be used in your organization's internal communications. The article explains your participation in Virginia Relay Partner.
- **Poster (.pdf)** - A small (8.5 x 11) poster has been provided to post in training rooms, individual departments, break rooms, on bulletin boards, and wherever tips for using Virginia Relay would come in handy. This document is provided as a printable .pdf file.

[Join Virginia Relay Partner](#)

[Current Partners](#)

[Training Materials \(Employer's Guide, Employee's Guide, Sample Newsletter Article, Poster\)](#)

[Relay Calls' Video](#)

[Logo Use/Request](#)

[VA Relay.org](#)

[RelayPartner.org](#)

[Contact](#)


**VA RELAY PARTNER**

Build your business  
just by answering the phone.



A FREE program...and inside or  
visit [www.VaRelay.org](http://www.VaRelay.org) to join online!






**You can't hear this ad,**  
but it's here to tell you how thousands of customers  
with hearing loss could contact you by phone.

**Introducing a business opportunity that's free, easy and beneficial for you.** Virginia Relay Partner is a new program from Virginia Relay, a service provided by your state. Virginia Relay makes it possible for people who have speech or hearing loss to carry on phone conversations with everyone who uses a standard phone, including your business. As a Virginia Relay Partner, you will learn how easy it is to take and place calls from the thousands of Virginians who use Relay to conduct business by phone. So, you'll be ready to make this beneficial customer connection. Just go online or call today for more details. You'll find they're definitely worth hearing about.

Visit [www.VaRelay.org](http://www.VaRelay.org) or call 1-800-552-7917 to learn about Virginia Relay Partner.



# Virginia Relay Partner

Direct Mail, Poster

What this Virginian could do to grow your business, organization, practice, could multiply...



## VIRGINIA RELAY: A Sound Business Decision



**When you hear Virginia Relay on the phone, you are connecting with a person who wants to do business with us. Don't hang up!**

Virginia Relay, a public service from the Commonwealth of Virginia, connects people who are hard of hearing, deaf, DeafBlind or speech disabled with businesses like ours. The conversation is relayed between the two parties by a Virginia Relay Communications Assistant.

### Who could be calling through Virginia Relay?

Any Virginia business owner or employee who is hard of hearing, deaf, DeafBlind or speech disabled and who is not currently connected to the relay service. Being a business owner, you may not have the time or resources to make a direct call to the person you're

People with hearing and speech disabilities are part of Virginia's workforce. Approximately 1.5 million people in the United States are deaf or hard of hearing, and 1.5 million people are speech disabled.

### Calling Tips

- ✓ When Virginia Relay calls, don't hang up. The relay service will call you back. If you are unable to answer the call, please call the relay service back.
- ✓ Speak directly to the customer, not to the relay. The relay service will relay your message to the customer. If you are unable to hear the customer, please call the relay service back.
- ✓ If you are type everything that is said. The relay service will type everything that is said and relay it to the customer. If you are unable to hear the customer, please call the relay service back.
- ✓ Say "Hi" or "Hello" or "Hi, my name is..." when you call. The relay service will relay your message to the customer. If you are unable to hear the customer, please call the relay service back.
- ✓ Be patient. The relay service will relay your message to the customer. If you are unable to hear the customer, please call the relay service back.

 **Virginia Relay**  
Partner

Visit [VARelay.org](http://VARelay.org) to learn more.

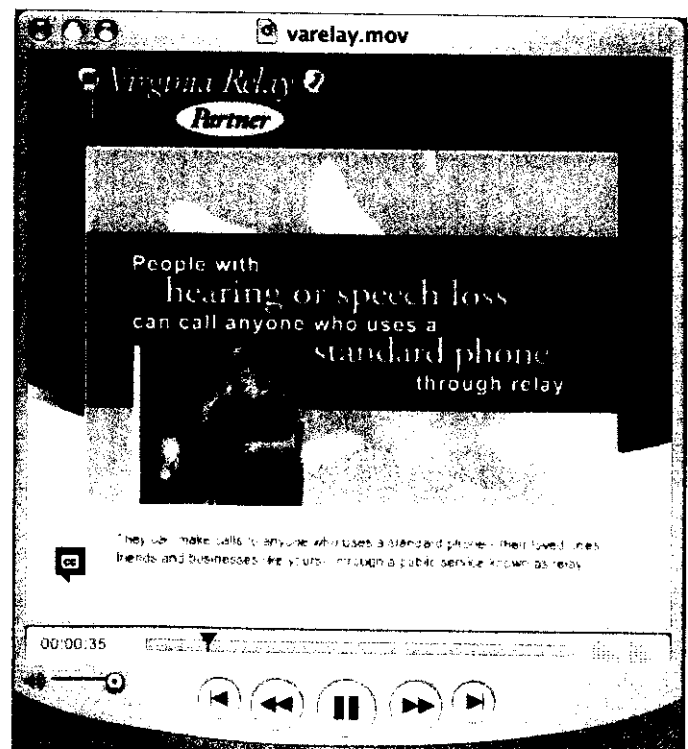
# Virginia Relay Partner

PowerPoint

## ABOUT VIRGINIA RELAY



Virginia Relay enables people who are deaf, hard of hearing, Deaf/Blind or speech disabled to communicate by TTY (text telephone) or another assistive device with any standard phone user.



# Virginia Relay Partner

## Outreach Kit



### Using Virginia Relay

Virginia Relay is a public service offered by the Commonwealth of Virginia that allows businesses, private citizens and public agencies to communicate by telephone with people who are deaf, hard of hearing, DeafBlind or speech disabled and unable to use a standard telephone. TTY (text telephone) calls make the majority of the calls that come through Virginia Relay daily.

#### Tips

- ✓ **When Virginia Relay calls, don't hang up.**  
The person calling is a deaf, hard of hearing or speech disabled customer using Virginia Relay to contact your business by telephone.
- ✓ **Say "Go Ahead" or "GA" after each thought.**  
Remember that the Virginia Relay Communications Assistant (CA) must type everything you say to the telephone, and clearly, it is not always easy to speak back when they say "Go Ahead" as if you have to respond.
- ✓ **Speak directly to the customer, not to the CA.**  
The CA is not a part of the conversation and without knowledge, you will speak to her/his talk to the person and pretend that CA is not there.
- ✓ **The CA will type everything that is heard.**  
To ensure equal access, CA will type everything they hear including background noise and office chatter. Your words will be typed exactly as you say them.
- ✓ **Be patient.**  
Virginia Relay calls take a few minutes longer than regular calls. Keep in mind your time may be valuable for your business.



Visit [varelay.org](http://varelay.org) to learn more.

#### Employee's Guide



Virginia Relay is a public service offered by the Commonwealth of Virginia that allows businesses, private citizens and public agencies to communicate by telephone with people who are deaf, hard of hearing, DeafBlind or speech disabled and unable to use a standard telephone. TTY (text telephone) callers initiate seventy five percent of the calls that come through Virginia Relay daily.

#### Receiving calls from Relay customers

1. When answering your telephone at work, it may be a call placed through Virginia Relay. You will hear a Virginia Relay Communications Assistant (CA) say "Hello, Virginia Relay CA 2643".
2. If you ask "Who?" or "What?" the CA will explain how Virginia Relay works.
3. If you say "Go Ahead" the call will proceed with the CA voicing everything to you that the deaf, hard of hearing or speech disabled customer types on his/her TTY. Everything that you say will be typed back to the TTY user's device. The CA will continue relaying the messages back and forth until both you and the other party are finished with the conversation.
4. Remember to say "Go Ahead" or "GA" after each thought. When the CA says "Go Ahead," back to you, it is your turn to respond.

See section on "Tips" for smooth call handling, on page 2.

#### Making Relay calls to customers

1. Dial 711 in Virginia or 1-800-878-1120 anywhere.
2. When a Relay CA answers, give the 10 digit number of the customer you want to reach.
3. Once the customer answers, proceed with the call as you would with a regular phone call.
4. Remember to say "Go Ahead" or "GA" after each thought. When the CA says "Go Ahead," back to you, it is your turn to respond.

See section on "Tips" for smooth call handling.

#### Employer's Guide



Welcome to the VIRGINIA RELAY PARTNER program. Enclosed is a brief training guide just for employers about using Virginia Relay. This guide is your personal support material to the Employee's Guide. Please duplicate the Employee's Guide and give it to new or existing employees as a part of your employee training program. That handbook will provide your employees with an overview of what Virginia Relay is and how to use it to serve your deaf, hard of hearing, DeafBlind and speech-disabled customers.

Note: The Employee's Guide training booklet works best when it is reviewed along with the Virginia Relay Partner training video. You should preview the training video, too, before using it in your employee training effort. The convenience of viewing the training video online is that you and your employees can watch it more than once with ease. Please encourage your employees to view the training video until they feel comfortable with Relay calls.

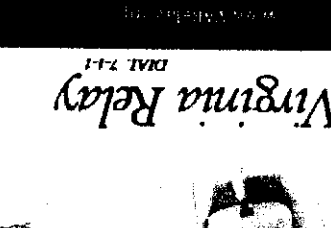
#### Background Information

In the presence of a hearing or speech disability, the standard telephone is often a barrier to communication. In 1990, Title IV of the Americans With Disabilities Act required that there be a Telecommunications Relay Service put into place in each state to remove this barrier. Virginia Relay, a public service administered by the Virginia Department for the Deaf and Hard of Hearing, satisfies this mandate. The Commonwealth of Virginia has contracted with AT&T to provide Virginia Relay. The Relay allows telephone communication between standard phone users and TTY (text telephone) users. TTY users may be deaf, hard of hearing, DeafBlind or speech disabled. The Relay may be accessed from any phone, anywhere, anytime and there are no set-up fees or costs per local call. Virginia Relay can be used to call anywhere in the world.

Virginia Relay makes your business accessible to those who are deaf, hard of hearing, DeafBlind or speech disabled. The Relay also provides the opportunity for you to re-establish contact with customers who have stopped using the telephone due to progressive hearing loss. Either party may initiate calls, and receiving a call is as simple as answering your telephone.

## Ad, Brochure, Newsletter

Hear it. See it. Speak it. Discover the CapTel<sup>TM</sup> difference.



With CapTel, you can speak to a live operator who will call the person you want to reach. You can also use the numeric keypad to dial the number directly. The CapTel phone is designed to be easy to use, with a large keypad and a clear display.

Order your CapTel phone today. 1-800-552-7917 (voice/TTY). Free phones for those who qualify.

*Virginia Relay*  
DIAL 7-1-1



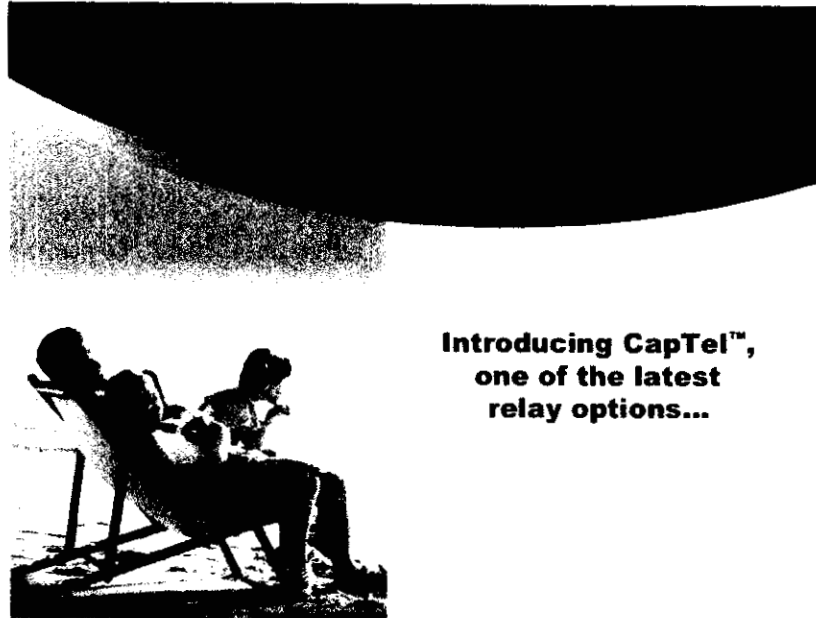
**VA RELAY**

Caring. The next generation is now connecting the generations.

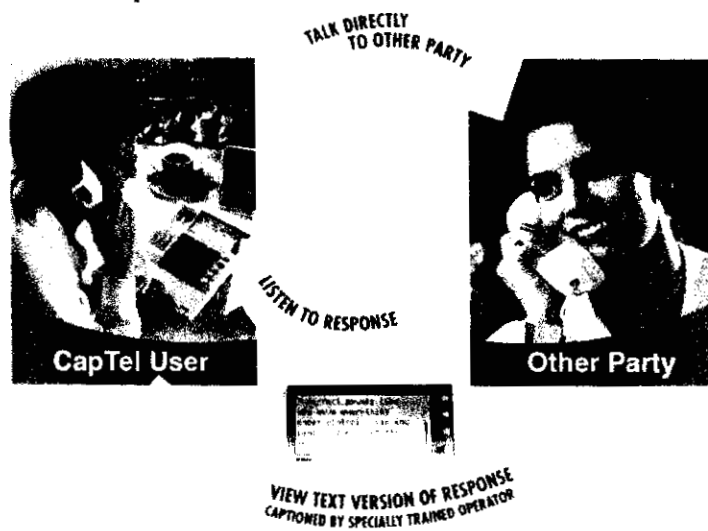
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# Virginia Relay Partner

## PowerPoint



### How CapTel Works





# Kids Keeping in Touch

Virginia Relay  
DIAL 711

## Kids Keeping in Touch

through  
Virginia  
Relay

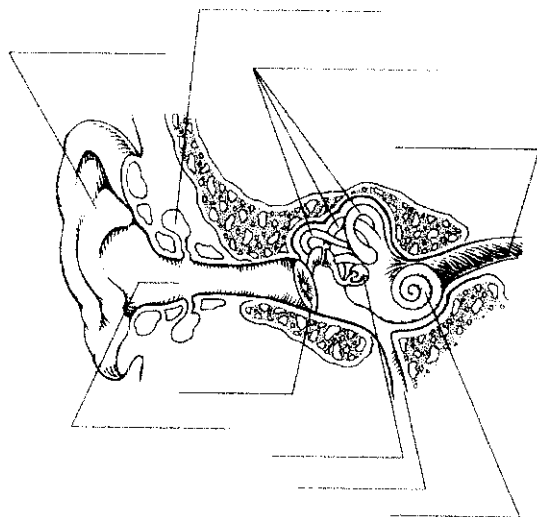
Hearing Loss Awareness

A Program for Grades 3 through 5

### Overhead Transparency #1 Parts of the Ear

Please label the parts of the ear.

Name: \_\_\_\_\_



#### Word Bank

auditory canal      auditory nerve      wax gland  
semicircular canals      eardrum  
pinna (outer ear)      cochlea  
oval window      eustachian tube

**The  
Human  
Body**

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DOCKET NO.

03-123

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